

# mspnice award

July 28<sup>th</sup>, 2016

Greetings Managers,

One of your volunteers, Nancy Wiggins, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Nancy for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Nancy!



Nancy Wiggins, Travelers Assistance; with Isabella Rhawie, MAC Manager,  
Concessions & Business Development

## ★ Customer compliment:

We were traveling home to DFW and I accidentally left my cell phone where I'd been sitting. I soon realized it and retraced my steps but it was gone. I went to 2 information desks and the one near F concourse, Nancy W, was very helpful! She even called Lost and Found and went to retrieve it- bringing it back in time for me to catch my flight!